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Practitioner's Docket No. 1202a

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Minh Duy Khuc

Confirmation No.: 1277

Application No.: 10/678,876

Group No.: 2416

Filed: 10/03/2003

Examiner: Phan, Tri H.

For: CALL CENTER COMMUNICATIONS SYSTEM FOR HANDLING CALLS TO A CALL
CENTER

Mail Stop: AF
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

In response to the final Office Action dated April 1, 2009, please enter the enclosed
response and consider the following remarks.